

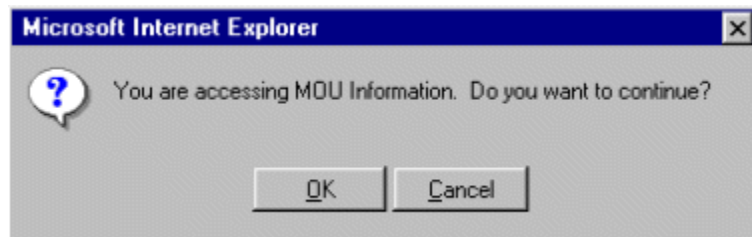






**Note:** You do not need to enter the dashes in the External ID number; IRMS automatically adds the dashes while you type.

**Step 3:** Click the **Search** button. A pop-up message window opens to tell you that you are accessing MOU information and asks you if you want to continue.



**Step 4:** Click **OK**. IRMS performs the search and displays the matching Customer Profile window.

### Individual Customer Profile Window

The illustration below is the individual Customer Profile window.

### Individual Customer Profile Window - Fields

The table below lists the fields in the individual Customer Profile window and provides a brief description of each.

Field	Field Type	Description
SSN	System Generated	The taxpayer's Social Security Number.
Entity Type	System Generated	The type of taxpayer (i.e., Individual Income).
Name	System Generated	The name of the taxpayer associated with the Social Security Number.



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Field	Field Type	Description
Legal Business Name	System Generated	The name under which the business is legally registered.
Primary NAICS	System Generated	(North American Industry Classification System) - a 6-digit code classifying establishments by the type of activity in which they are primarily engaged.
Street	System Generated	The street address on which the taxpayer resides.
City	System Generated	The city in which the taxpayer resides.
State	System Generated	The state in which the taxpayer resides.
Zip	System Generated	The zip code in which the taxpayer resides.
Undeliverable	System Generated	When checked, indicates past attempts to deliver mail to this address have failed and no newer address is available.
Last Address Update	System Generated	The last date on which the address saved in IRMS for the taxpayer was updated.

### 3.2.2 Customer Search by Name

The Name option in the Search By area performs a search based on the business taxpayer's Legal Business Name or Trading As Name, or the individual's name.

#### Search Criteria By Name Window

The window below shows the Search Criteria window with the Name option selected in the Search By area.

#### Search Criteria By Name Fields

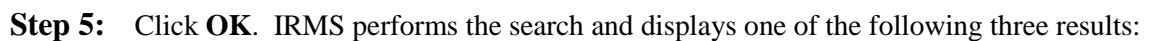
The table below identifies the fields on the Customer Search Window when Name is indicated in the Search By Group Box.

Field	Field Type	Description
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**Step 4:** Click **Search**. A pop-up message window opens to tell you that you are accessing MOU information and asks you if you want to continue.



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## Search Criteria By Address Window

The windows below show the Search Criteria window with the Address option selected in the Search By area, as well as the window when the International checkbox is selected.

The screenshot shows the 'Search Criteria' window. On the left, under 'Search By', the 'Address' radio button is selected. The main area contains the following fields: 'Street' (two stacked text boxes), 'City' (a dropdown menu), 'State' (a dropdown menu with 'Virginia' selected), 'Zip Code' (a text box), and 'FIPS' (a dropdown menu). An 'International' checkbox is located below the 'Zip Code' field and is currently unchecked. At the bottom right are 'Clear', 'Search...', and 'Close' buttons.

The screenshot shows the 'Search Criteria' window. Under 'Search By', the 'Address' radio button is selected. The main area contains: 'Street' (two stacked text boxes), 'City' (a text box), 'Country' (a dropdown menu), 'Province' (a dropdown menu), and 'Postal Code' (a text box). The 'International' checkbox is checked. At the bottom right are 'Clear', 'Search...', and 'Close' buttons.

## Search Criteria By Address Fields

The table below identifies the fields on the Search Criteria window when the Address option is selected in the Search By area.

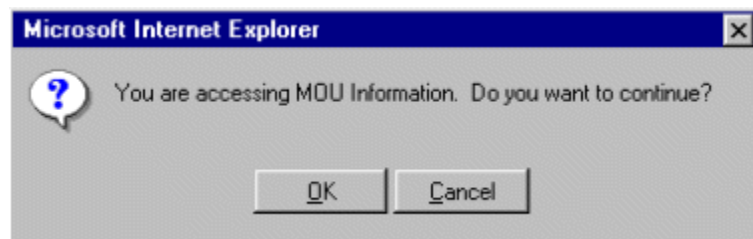
Field	Field Type	Description
Street	Required	Street address on which the taxpayer resides.
Street 2	Optional	Additional street, suite, or P.O. Box information.
City	Required	City in which the taxpayer resides.
State	Required	State in which the taxpayer resides.
Zip Code	Optional	Zip code in which the taxpayer resides.
FIPS	Optional	Name and code of the locality in which the taxpayer resides.
International	Optional (for international address only)	Indicator that, when checked, displays the fields necessary to search for an international address.
Country	Required (for international address only)	Country associated with the international address.




Enter the **Postal Code**.



**Step 6:** Click **Search**. A pop-up message window opens to tell you that you are accessing MOU information and asks you if you want to continue.



Result	Action
1. No matches found	<p>IRMS displays the message “No matching records were found.”</p> <p>Click <b>OK</b> to return to the Search Criteria window and enter different search information.</p>
	
2. One match found	IRMS displays the Customer Profile.



## Search Criteria by Name and Address Window

The windows below demonstrate the Customer Search window with the Name and Address option selected in the Search By area, as well as the window when the International checkbox is selected.

**Search Criteria**

**Search By**

- ☐ External ID
- ☐ Name
- ☐ Address
- ☒ Name and Address

Legal Business Name:

or

Trading As Name:

or

Individual:  (Last Name),  (First Name),  (MI)

Street:

City:  State:

Zip Code:  FIPS:

☐ International

Clear Search... Close

**Search Criteria**

**Search By**

- ☐ External ID
- ☐ Name
- ☐ Address
- ☒ Name and Address

Legal Business Name:

or

Trading As Name:

or

Individual:  (Last Name),  (First Name),  (MI)

Street:

City:  Country:

Province:  Postal Code:

☒ International

Clear Search... Close

## Search Criteria By Name and Address Fields

The table below identifies the fields on the Search Criteria window when the Name and Address option is selected in the Search By area.

Field	Field Type	Description
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Field	Field Type	Description
Legal Business Name	Required for business taxpayer (when not entering a Trading As Name)	The Legal Business Name of the business taxpayer.
Trading As Name	Required for business taxpayer (when not entering a Legal Business Name)	The Trading As Name of the business taxpayer.
Last Name	Required for individual taxpayer	Last Name of the individual taxpayer.
First Name	Optional	First Name of the individual taxpayer.
MI	Optional	Middle Initial of the individual taxpayer.
Street	Required	Street address on which the taxpayer resides.
Street 2	Optional	Additional street, suite, or P.O. Box information.
City	Required	City in which the taxpayer resides.
State	Required	State in which the taxpayer resides.
Zip Code	Optional	Zip code in which the taxpayer resides.
FIPS	Optional	Name and code of the locality in which the taxpayer resides.
International	Optional (for international address only)	Indicator that, when checked, displays the fields necessary to search for an international address.
Country	Required (for international address only)	Country associated with the international address.
Province	Optional (for international address only)	Province associated with the international address.
Postal Code	Optional (for international address only)	Postal Code associated with the international address.

### Search for a Customer By Name and Address

To execute a Customer Search using the taxpayer's name and address, the following steps are performed:

**Step 1:** From the IRMS desktop, select **Tax Information: Customer Search**. The Search Criteria window opens and displays the External ID search option by default.

The screenshot shows the 'Search Criteria' window with a blue header. On the left, under 'Search By', the 'External ID' radio button is selected. To the right, there are input fields for 'FEIN:' and 'SSN:' separated by 'or'. At the bottom right are 'Clear', 'Search...', and 'Close' buttons.

**Step 2:** Select the **Name and Address** option in the Search By area. The fields on the Search Criteria window change to allow for the entry of the taxpayer's name and address.

The screenshot shows the 'Search Criteria' window with the 'Name and Address' radio button selected. The form fields have changed to include: 'Legal Business Name:', 'Trading As Name:', 'Individual:' (with sub-fields for '(Last Name)', '(First Name)', and '(MI)'), 'Street:', 'City:', 'State:' (a dropdown menu showing 'Virginia'), 'Zip Code:', 'FIPS:' (a dropdown menu), and an 'International' checkbox. The 'Clear', 'Search...', and 'Close' buttons are at the bottom right.

**Step 3:** Enter the business taxpayer's **Legal Business Name** or **Trading As Name** OR

**Step 4:** Enter the individual taxpayer's **Last Name** AND **First Name** (if known) AND **MI** (if known).

**Step 5:** If conducting a search using an international address, select the **International** checkbox.

**Step 6:** Enter the **Street** address AND/OR

Enter the **Additional Information**, if needed AND

Enter the **City** AND

Enter the **State** (if different from the default value of Virginia) OR the **Country** (if the **International** checkbox has been selected).

**Step 7:** Enter the **Zip Code** AND

Select the appropriate locality's **FIPS** code, if known OR

If the **International** checkbox has been selected:

Enter the **Province** if known and needed, AND/OR




**View Customer Profile Information**


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### Enter the **Postal Code**.

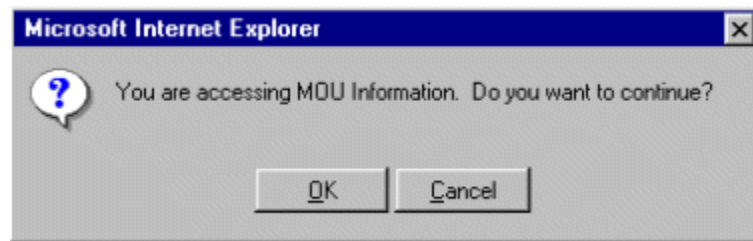


 **Note:** You should not abbreviate the Name and Street address of the taxpayer. For example, if you are searching for John Smithenson at 123 Main Street, you should enter the full name and address, not John Smithen at 123 Main St. However, you may use a wildcard in the Name and Street address, provided that you enter at least 4 characters. So you could enter John Smithen\* at 123 Main St\* in this example. The more characters you enter, the faster the search and the smaller the result list.




 **Note:** Name and address searches are not case sensitive, which means you can use any combination of upper and lower case letters to perform the search. For example, you can enter 123 main street or 123 MAIN STREET or 123 Main Street and get the same results.

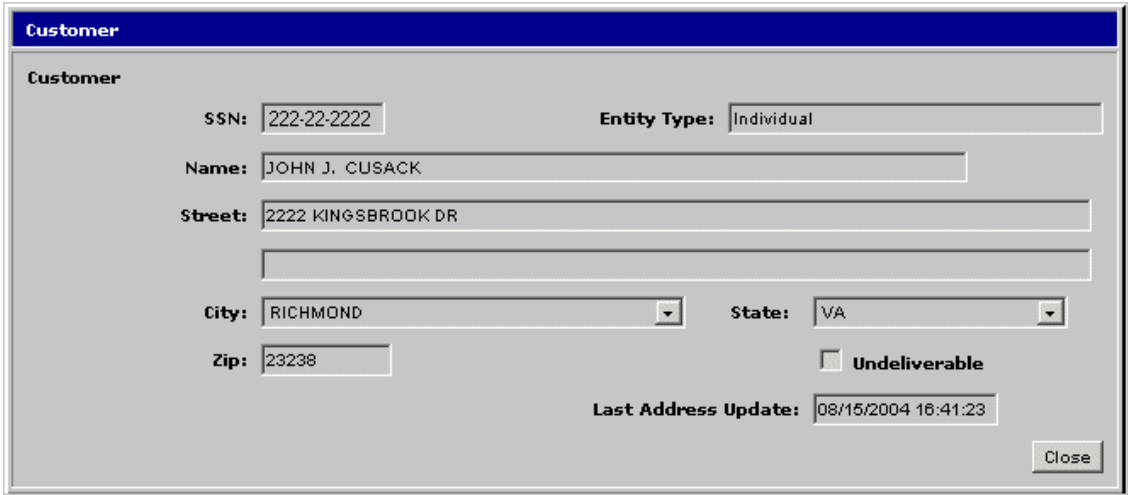
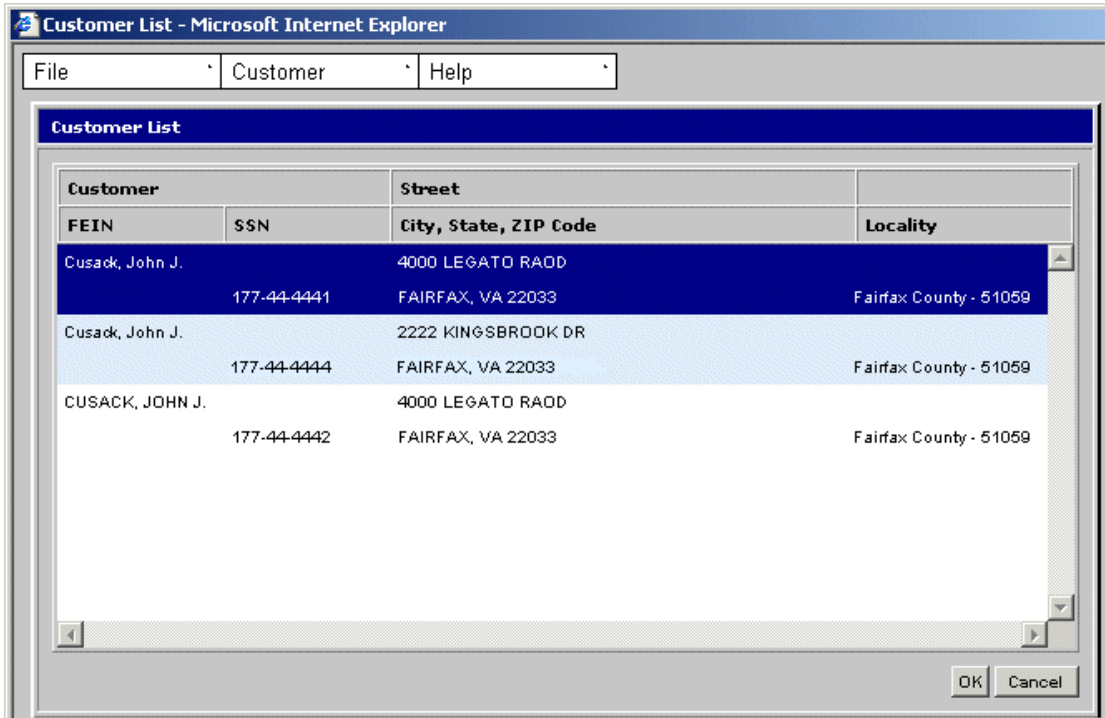
**Step 8:** Click **Search**. A pop-up message window opens to tell you that you are accessing MOU information and asks you if you want to continue.



**Step 9:** Click **OK**. IRMS performs the search and displays one of the following three results:

Result	Action
1. No matches found	<p>IRMS displays the message “No matching records were found.”</p> <p>Click <b>OK</b> to return to the Search Criteria window and enter different search information.</p>
	
2. One match found	IRMS displays the Customer Profile.



Result	Action
	
<b>3. Multiple matches found</b>	<p>The Customer List Window opens and displays all taxpayers matching the search information you entered.</p> <p>Select the appropriate taxpayer in the list and click <b>OK</b> to open the Customer Profile.</p>
	



**Business Location List - Microsoft Internet Explorer**

File Help

**Business Location Information**

**Business Location Information**

Trading As Name: Sansei Seafood Restaurant

Street: 12179 FAIRLAKES PROMENADE DR

City: FAIRFAX State: VA

ZIP: 22033

Locality 1: Fairfax County - 51059 Locality 2:

Locality 3: ☐ Undeliverable

**Tax Account Associations**

Tax Account	Start Date	End Date
30-987654321F-001 Withholding	07/01/2005	00/00/0000

**NAICS Codes**

NAICS Code	Description
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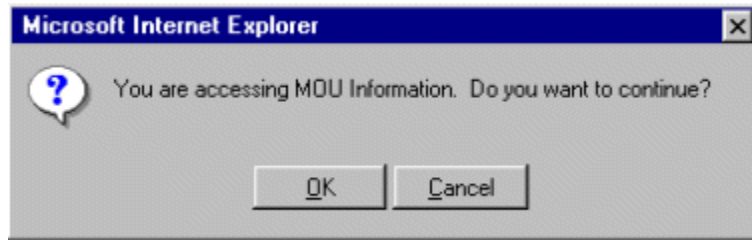
Close

## Business Location Information Fields

The table below lists the fields in the Business Location Information window and provides a brief description of each.

Field	Field Type	Description
Trading As Name	System Generated	The Trading As Name of the business taxpayer.
Street	System Generated	The street address of the business location.
City	System Generated	The city of the business location.
State	System Generated	The state of the business location.
Zip	System Generated	The zip code for the business location.





- Step 4:** Click **OK**.  
The Customer Profile window opens.

- Step 5:** From the Customer Profile window, select **Customer: Business Location**.  
If only one business location exists for the taxpayer, the Business Location Information window opens. If more than one business location exists for the taxpayer, the Business Location List window opens.



Business Location List - Microsoft Internet Explorer

File Help

### Business Location Information

**Business Location Information**

Trading As Name: Sansei Seafood Restaurant

Street: 12179 FAIRLAKES PROMENADE DR

City: FAIRFAX State: VA

ZIP: 22033

Locality 1: Fairfax County - 51059 Locality 2:

Locality 3: ☐ Undeliverable

### Tax Account Associations

Tax Account	Start Date	End Date
30-987654321F-001 Withholding	07/01/2005	00/00/0000

### NAICS Codes

NAICS Code	Description
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Close

**Step 7:** From the **File** menu, select **Close** to exit this window and return to the Business Location List window.

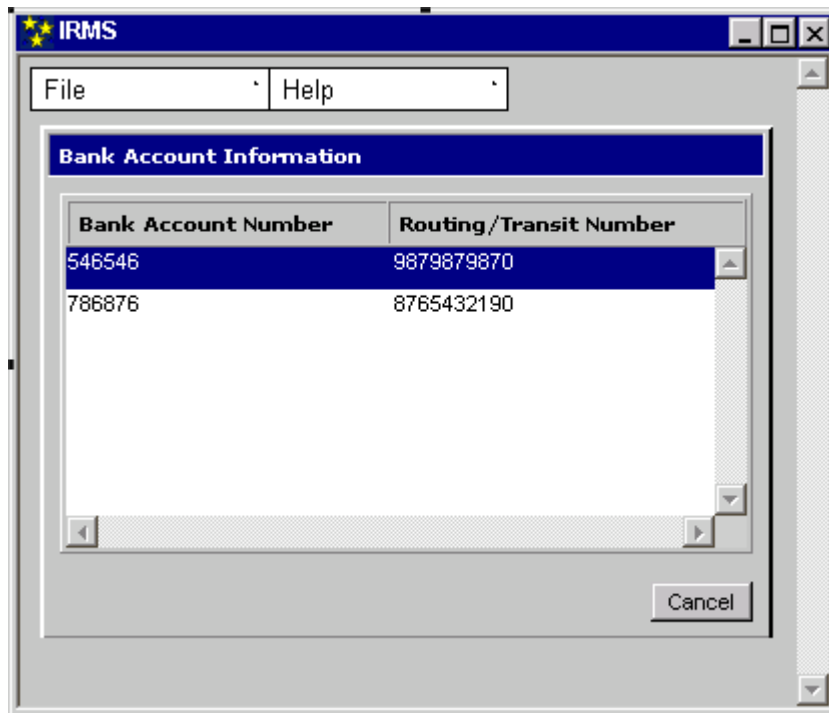
### 3.4 View Bank Account Information

Bank Account information for individual and business taxpayers is created and updated in two ways:

- Automatically when taxpayers file their tax due direct-file return
- Manually by a TAX Representative upon the taxpayer's request or when registering a Tax Account Electronic Funds Transfer (EFT)

## Bank Account Information Window

The illustration below is the Bank Account Information window.



### Bank Account Information Window - Fields

The table below lists the fields in the Bank Account Information window and provides a brief description of each.

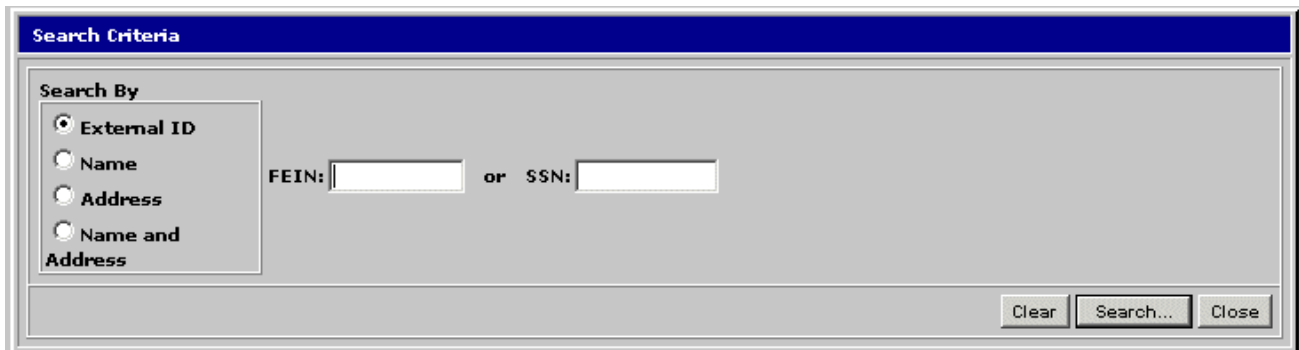
Field	Field Type	Description
Bank Account Number	System Generated	The number of the taxpayer's bank account.
Routing/Transit Number	System Generated	The routing/transit number that identifies the taxpayer's bank.



## View Bank Account Information

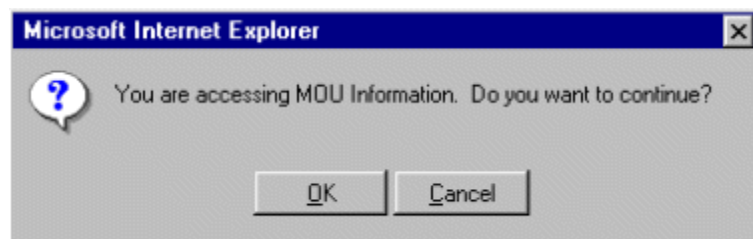
To view bank account information for a taxpayer, the following steps are performed:

- Step 1:** From the IRMS desktop, select **Tax Information: Customer Search.**  
The Search Criteria window opens.

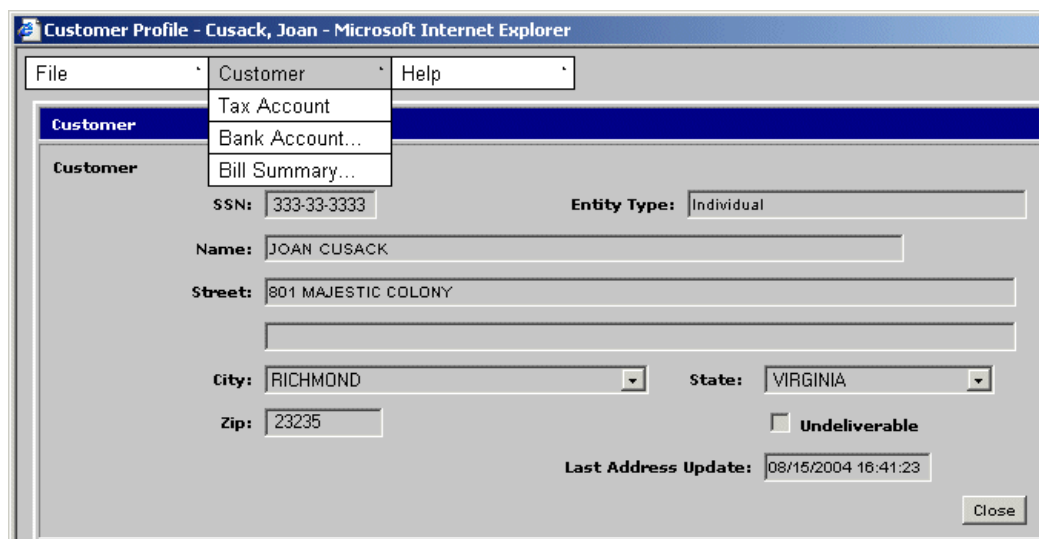
The 'Search Criteria' window has a title bar with the text 'Search Criteria'. Inside, there is a 'Search By' section with four radio buttons: 'External ID' (selected), 'Name', 'Address', and 'Name and Address'. To the right of these buttons are two text input fields labeled 'FEIN:' and 'SSN:', separated by the word 'or'. At the bottom right of the window are three buttons: 'Clear', 'Search...', and 'Close'.

- Step 2:** Enter the taxpayer's SSN/FEIN.

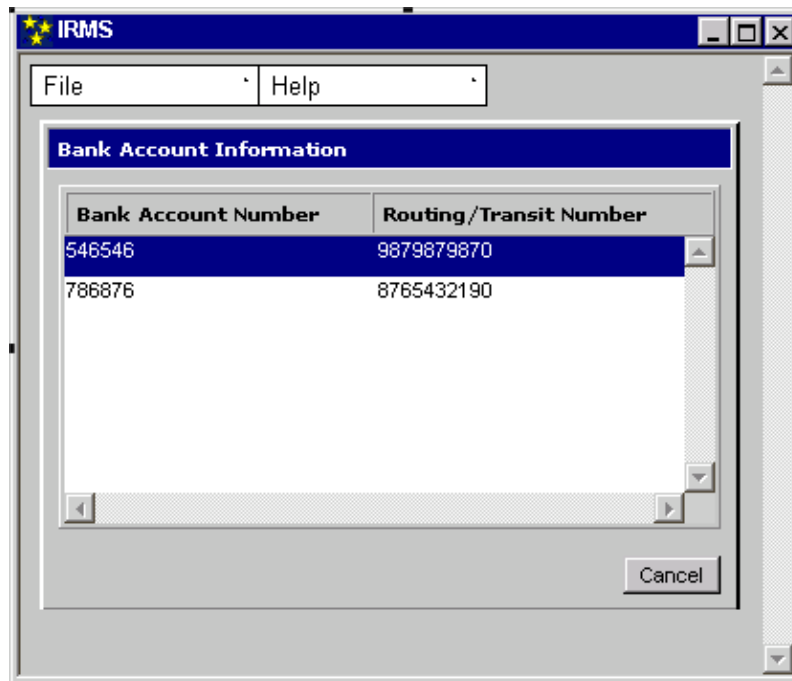
- Step 3:** Click **Search**. A pop-up message window opens to tell you that you are accessing MOU information and asks you if you want to continue.



- Step 4:** Click **OK**.  
The Customer Profile window opens.

The 'Customer Profile' window is titled 'Customer Profile - Cusack, Joan - Microsoft Internet Explorer'. It has a menu bar with 'File', 'Customer', and 'Help'. The 'Customer' menu is open, showing options: 'Tax Account', 'Bank Account...', and 'Bill Summary...'. The main area contains fields for 'SSN' (333-33-3333), 'Entity Type' (Individual), 'Name' (JOAN CUSACK), 'Street' (801 MAJESTIC COLONY), 'City' (RICHMOND), 'State' (VIRGINIA), 'Zip' (23235), and 'Last Address Update' (08/15/2004 16:41:23). There is an 'Undeliverable' checkbox and a 'Close' button at the bottom right.

**Step 5:** From the Customer Profile window, select **Customer: Bank Account**. The Bank Account Information window opens.



**Step 6:** Click **Cancel** to exit this window and return to the Customer Profile window.